

Rasmussen, Shauna

From: Harris, Steve
Sent: May 22, 2023 8:00 AM
To: Carson, Janet
Subject: Re: Update #1 - P1

Agreed.

Currently, I'm leaving the team alone to work on the issue and will definitely do a root cause (on the issue and alerting) - at the moment it looks like a different issue, a different root cause.

Steve Harris
Director, IT Projects
The Atrium
Tel: (250)-978-1429

From: Carson, Janet
Sent: May 22, 2023 7:55 AM
To: Harris, Steve
Subject: Re: Update #1 - P1

Thanks Steve,

Angela let me know earlier.

Once resolved, it will be important to know why our systems didn't detected earlier enough to take action. Seems we seen this issue before? Maybe a different root cause?

Cheers,
Janet

Janet Carson
Vice President, Marketing & Customer Experience
British Columbia Ferry Services Inc.
T: [250-978-2369](tel:250-978-2369) T: [604-204-2283](tel:604-204-2283)
janet.carson@bcferries.com
bcferries.com

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

On May 22, 2023, at 7:47 AM, Harris, Steve <Steve.Harris@bcferries.com> wrote:

Hi all,

We have had a P1 ongoing that has been caused by s. 15, s. 19 [REDACTED] and are bringing systems back online.

More updates to follow as systems come back online.

- Steve

Creighton, Kathleen

From: Harris, Steve
Sent: May 22, 2023 9:12 AM
To: Carson, Janet
Cc: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Re: Update #2 - P1

We just discussed that item on the call and it isn't up - the underlying services need to be started up first to be able to provide the data for CC lite.

- Steve

From: Carson, Janet
Sent: May 22, 2023 8:55 AM
To: Harris, Steve
Cc: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Re: Update #2 - P1

Thanks Steve.

Can you confirm if Current Conditions Lite website has been stood up?

Janet Carson
Vice President, Marketing & Customer Experience
British Columbia Ferry Services Inc.
T: 250-978-2369 T: 604-204-2283
janet.carson@bcferries.com
bcferries.com

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

On May 22, 2023, at 8:50 AM, Harris, Steve <Steve.Harris@bcferries.com> wrote:

Update #2

The team continues to work on the problem. More team members are being called. s. 15, s. 19
[REDACTED] dealing with problems bringing systems back online.

No ETA yet.

- Steve

From: Harris, Steve

Sent: May 22, 2023 7:47 AM

To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill

Subject: Update #1 - P1

Hi all,

We have had a P1 ongoing that has been caused by

s. 15, s. 19

and are bringing systems back online.

More updates to follow as systems come back online.

- Steve

Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 9:44 AM
To: Boyle, Kevin
Cc: Soucie, Angela; Daye, Rhonda; Marinelli, Rosa
Subject: Re: holding statement?

Looks good. Thanks. I've done a couple of invus. Said we've identified issue and are rebooted the system.

Sent from my iPhone

On May 22, 2023, at 9:41 AM, Boyle, Kevin <Kevin.Boyle@bcferries.com> wrote:

FYI - new pinned tweet update below. Can add to this if more updates become available. Otherwise we can advise hourly per below in a holding pattern.

All posts with links have been paused on all channels.

#BCFHeadsUp

An IT outage is impacting access to our website, app & call centre. We have identified the issue & we are working on restoring service as quickly as possible. We apologize to our customers who have been impacted, this morning. We will continue to provide updates here.

Sent from my iPhone

On May 22, 2023, at 9:13 AM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

Hi Deb,

Do you have a holding statement you want the social team to use?

IT is making progress identifying the issue with ss. 15, 19 No ETA at this point. Will still be a while.

The first priority will be the crewing reports and the gone fishing page with link to current conditions light.

Angela Soucie
Director of Consumer Marketing and Digital Experience
British Columbia Ferry Services Inc.

C: ss. 15, 19
angela.soucie@bcferries.com
bcferries.com | Facebook | Twitter

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Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 10:09 AM
To: Benjamin Dooley
Subject: Re: [EXTERNAL] Jill Bennett Show on CKNW Interview Request

Hello Ben. Not available this aft. We've identified issue with web. Just rebooting system. Twitter best way to get info right now.

Sent from my iPhone

On May 22, 2023, at 10:01 AM, Benjamin Dooley <ben.dooley@cknw.com> wrote:

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Deborah,

Wondering if you are available this afternoon at 12:15pm to chat with Jill Bennett about the issues with the website, app and phone systems?

<Outlook-mxet3xfp.png>

Ben Dooley | Lead Producer, Jill Bennett Show | 980 CKNW | T. 604.331.2859 | ben.dooley@cknw.com
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Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 11:13 AM
To: Mike MacDonald
Subject: Re: [EXTERNAL] BC Ferries long weekend travel -- camera operators

Website slowly coming back on line now

Sent from my iPhone

On May 22, 2023, at 10:07 AM, Mike MacDonald <Mike.MacDonald@globalnews.ca> wrote:

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Yeah, I have a man heading to Nanaimo and West Van, but will only be able to get Tsawwassen later today.

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Sent: Monday, May 22, 2023 9:56 AM
To: Mike MacDonald <Mike.MacDonald@globalnews.ca>
Subject: Re: [EXTERNAL] BC Ferries long weekend travel -- camera operators

**This email is from an EXTERNAL SENDER | Ce courriel provient d'un
EXPÉDITEUR EXTERNE**

Thanks Mike. So which terminals do you want to go to? All 3?

Sent from my iPhone

On May 22, 2023, at 9:27 AM, Mike MacDonald <Mike.MacDonald@globalnews.ca> wrote:

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Deborah,

Just hoping we can have camera operators talking to travellers at a couple of terminals today.

I have camera operators available for West Vancouver, Nanaimo and Tsawwassen – just wanted to give your crews a heads-up.

Please let us know if there are any issues.

Mike MacDonald
Producer
Global BC News
Office: 778-945-9375
Cell: 604-368-1136
mike.macdonald@globalnews.ca

Rasmussen, Shauna

From: Soucie, Angela
Sent: May 22, 2023 11:17 AM
To: Boyle, Kevin; Marshall, Deborah
Cc: Daye, Rhonda; Marinelli, Rosa; Tindall, Karen
Subject: RE: holding statement?

Will let you know. Maria is checking, she can get into DB ebooking and grab sailing times. Stand by. I would post the SGI + Sunshine Coast ones.

A.

From: Boyle, Kevin <Kevin.Boyle@bcferries.com>
Sent: May 22, 2023 10:56 AM
To: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Cc: Soucie, Angela <Angela.Soucie@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

If there's anywhere on the intranet with access to schedules, I could start a tweet thread with sailing times on the most popular routes today if you'd like. That's one of the most pressing question atm. Rhonda's team is answering these questions as quickly as possible where info is available. High volume.

Rhonda, I've been answering some sailing schedule questions where I have info from the .pdfs for Sunshine Coast and SGI. I don't want to step on toes though so let me know if I should refrain.

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Sent: May 22, 2023 10:35 AM
To: Boyle, Kevin <Kevin.Boyle@bcferries.com>
Cc: Soucie, Angela <Angela.Soucie@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: Re: holding statement?

Any update? Media getting rather aggressive

Sent from my iPhone

On May 22, 2023, at 9:41 AM, Boyle, Kevin <Kevin.Boyle@bcferries.com> wrote:

FYI - new pinned tweet update below. Can add to this if more updates become available. Otherwise we can advise hourly per below in a holding pattern.

All posts with links have been paused on all channels.

#BCFHeadsUp

An IT outage is impacting access to our website, app & call centre. We have identified the issue & we are working on restoring service as quickly as possible. We apologize to our customers who have been impacted, this morning. We will continue to provide updates here.

Sent from my iPhone

On May 22, 2023, at 9:13 AM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

Hi Deb,

Do you have a holding statement you want the social team to use?

IT is making progress identifying the issue with ss. 15, 19. No ETA at this point. Will still be a while.

The first priority will be the crewing reports and the gone fishing page with link to current conditions light.

Angela Soucie
Director of Consumer Marketing and Digital Experience
British Columbia Ferry Services Inc.

C: ss. 15, 19
angela.soucie@bcferries.com
bcferries.com | Facebook | Twitter

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Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 1:49 PM
To: Angela Bower
Subject: Re: [EXTERNAL] Re: Urgent CityNews Interview Request

Statement from BC Ferries:

An IT outage is impacting access to our website, app & call centre. We have identified the issue & we are working on restoring service as quickly as possible. It should be resolved later this afternoon.

Typical for the end of a long weekend, we are seeing sailing waits at Swartz Bay, Departure Bay, Duke Point and Langdale.

We apologize to our customers who have been impacted today and are posting sailing updates on twitter.

Sent from my iPad

On May 22, 2023, at 12:20 PM, Angela Bower <Angela.Bower@rci.rogers.com> wrote:

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello BC Ferries,

Can you please schedule a 5-minute Zoom Interview please?

Deadline is 3:00 pm pacific time.

We would like to chat about the issues with the BC Ferries website.

Thank you,

Angela

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Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 1:50 PM
To: Mackenzie Read
Cc: McIntosh, Daniel
Subject: Re: [EXTERNAL] CHEK News Request - website down

Statement from BC Ferries:

An IT outage is impacting access to our website, app & call centre. We have identified the issue & we are working on restoring service as quickly as possible. It should be resolved later this afternoon.

Typical for the end of a long weekend, we are seeing sailing waits at Swartz Bay, Departure Bay, Duke Point and Langdale.

We apologize to our customers who have been impacted today and are posting sailing updates on twitter.

Sent from my iPad

On May 22, 2023, at 1:46 PM, Mackenzie Read <mread@cheknews.ca> wrote:

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

We see that the BC Ferries website has been down for the majority of the day.

Wondering if there is a reason why or if there was a comment that you could provide about this?

Thanks,



Mackenzie Read

Multimedia Journalist

mread@cheknews.ca | m: 250-889-9245

CHEK Media Group | www.cheknews.ca

780 Kings Road
Victoria BC V8T 5A2



Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 2:28 PM
To: Harwood, Spencer
Cc: Mitchell, Cameron
Subject: Re: [EXTERNAL] CTV Vancouver Inquiry

I will let HSB know you are coming. Otherwise you've got statement from ferries.

Sent from my iPhone

On May 22, 2023, at 2:04 PM, Harwood, Spencer <spencer.harwood@bellmedia.ca> wrote:

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Deb

Just to confirm we're having one of our videographers head over to Horseshoe Bay to chat with some travellers – wanted to clear that with you now. His name is Scott Connorton.

Thank you again!

Spencer

From: Mitchell, Cameron <cameron.mitchell@bellmedia.ca>
Sent: May-22-23 1:53 PM
To: 'Marshall, Deborah' <Deborah.Marshall@bcferries.com>
Cc: Harwood, Spencer <spencer.harwood@bellmedia.ca>
Subject: RE: [EXTERNAL] CTV Vancouver Inquiry

Thanks for this Deb,

Any chance you have time for a zoom? We have a couple of questions we were hoping to get answered on camera.

Cam

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Sent: May-22-23 1:50 PM
To: Mitchell, Cameron <cameron.mitchell@bellmedia.ca>
Cc: Harwood, Spencer <spencer.harwood@bellmedia.ca>
Subject: [EXT]Re: [EXTERNAL] CTV Vancouver Inquiry

Statement from BC Ferries:

An IT outage is impacting access to our website, app & call centre. We have identified the issue & we are working on restoring service as quickly as possible. It should be resolved later this afternoon.

Typical for the end of a long weekend, we are seeing sailing waits at Swartz Bay, Departure Bay, Duke Point and Langdale.

We apologize to our customers who have been impacted today and are posting sailing updates on twitter.

Sent from my iPad

On May 22, 2023, at 12:24 PM, Mitchell, Cameron <cameron.mitchell@bellmedia.ca> wrote:

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Deb,

Cam here at CTV.

Would you have a minute to talk to us on zoom about what outage of the BC Ferries website?

And what travel has looked like for the long weekend?

Please reply all when you have the chance,

Thank you

Cam Mitchell | Assignment Editor
CTV Vancouver | t 604.609.5800 | m 604.388.4058 | cameron.Mitchell@bellmedia.ca
969 Robson
Vancouver, BC V6Z1X5
Canada

<image001.jpg>

External Email: Please use caution when opening links and attachments / **Courriel externe:** Soyez prudent avec les liens et documents joints

Rasmussen, Shauna

From: Soucie, Angela
Sent: May 22, 2023 3:06 PM
To: Boyle, Kevin; Daye, Rhonda; Marshall, Deborah; Tindall, Karen; Marinelli, Rosa
Subject: RE: holding statement?

Thanks Kevin.

A.

From: Boyle, Kevin <Kevin.Boyle@bcferries.com>
Sent: May 22, 2023 3:03 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Pinned tweet updated. Thanks everyone.



BC Ferries
@BCFerries

#BCFHeadsUp - Update [2:59 pm]

Our website and mobile app have been restored.

Current Conditions

ow.ly/gZIO500tQYc

Sailing Schedules

ow.ly/piLP500tQZ3

All Routes at a Glance

ow.ly/gXVX500tR0g

From: Soucie, Angela <Angela.Soucie@bcferries.com>

Sent: May 22, 2023 2:58 PM

To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

You can say that again.

Thanks everyone!

Angela Soucie
Director of Consumer Marketing and Digital Experience
British Columbia Ferry Services Inc.
C: ss. 15, 19
angela.soucie@bcferries.com
bcferries.com | Facebook | Twitter

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From: Daye, Rhonda <Rhonda.Daye@bcferries.com>

Sent: May 22, 2023 2:56 PM

To: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

Amazing, what a day... thank you!

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 C: ss. 15, 19 F: 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>

Sent: May 22, 2023 2:55 PM

To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

App and website are live. Monitoring will continue.

A.

From: Soucie, Angela

Sent: May 22, 2023 2:45 PM

To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

We are getting close with the website + app. Testing is happening now.

A.

From: Soucie, Angela

Sent: May 22, 2023 2:02 PM

To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

They did a rolling bounce. The heavy traffic is impacting it.
It is up now. They are continuing to monitor.

A.

From: Soucie, Angela

Sent: May 22, 2023 1:46 PM

To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

Yes. They are looking at it now. Ops app too.

From: Daye, Rhonda <Rhonda.Daye@bcferries.com>

Sent: May 22, 2023 1:42 PM

To: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

Lost CC lite.

Rhonda Daye (she/her)
Manager, Customer Relations

British Columbia Ferry Services Inc.

T: 250-978-2041 **C:** ss. 15, 19 **F:** 250-978-1240

rhonda.daye@bcferries.com

bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>

Sent: May 22, 2023 1:31 PM

To: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

CRM and ebooking are now up for agents to assist with customers.

Website + app are next. Will take about an hour and a bit. Latest estimate for website will be 3pm.

A.

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>

Sent: May 22, 2023 1:10 PM

To: Soucie, Angela <Angela.Soucie@bcferries.com>

Subject: Re: holding statement?

Thx

Sent from my iPhone

On May 22, 2023, at 1:03 PM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

CRM and eBooking are starting to come up now. Sanity testing underway.
Hopefully CC ill have access soon.

A

From: Soucie, Angela

Sent: May 22, 2023 12:59 PM

To: Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>

Cc: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

Thanks Kevin.

From: Boyle, Kevin <Kevin.Boyle@bcferries.com>

Sent: May 22, 2023 12:54 PM

To: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Cc: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: Re: holding statement?

Pinned tweet updated:

#BCFHeadsUp - Update [12:47 pm]

We're making progress towards the restoration of our website and app. We apologize to our customers who have been impacted by the outages today.

Current Conditions can be found here: cc.bcferries.com

We will continue to keep you updated.

Sent from my iPhone

On May 22, 2023, at 12:48 PM, Daye, Rhonda <Rhonda.Daye@bcferries.com> wrote:

Thank you!!

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 **C:** ss. 15, 19 **F:** 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 12:43 PM
To: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>
Subject: Re: holding statement?

Current conditions light is working. They will be updating the gone fishing page with the link shortly.

Sent from my iPhone

On May 22, 2023, at 12:32 PM, Marshall, Deborah <Deborah.Marshall@bcferries.com> wrote:

Thx

Sent from my iPhone

On May 22, 2023, at 12:30 PM, Soucie, Angela
<Angela.Soucie@bcferries.com> wrote:

CC now has access to ops app.
They are still working on Current Conditions.

From: Marshall, Deborah
<Deborah.Marshall@bcferries.com>
Sent: May 22, 2023 11:51 AM
To: Soucie, Angela <Angela.Soucie@bcferries.com>
Cc: Daye, Rhonda <Rhonda.Daye@bcferries.com>;
Boyle, Kevin <Kevin.Boyle@bcferries.com>; Marinelli,
Rosa <Rosa.Marinelli@bcferries.com>; Tindall, Karen
<Karen.Tindall@bcferries.com>
Subject: Re: holding statement?

Ok thanks the sooner I can let media know the better
about cc lite. I appreciate the updates

Sent from my iPhone

On May 22, 2023, at 11:48 AM, Soucie,
Angela <Angela.Soucie@bcferries.com>
wrote:

IT is feeling more confident with a
timeline now.
Will be approximately 3 hours before
customer facing website will be live.
Ebooking (internal) should be up in 2
hours for customer care.

Still working on current conditions lite
(priority). Will message you as soon as
it is up.

A.

From: Marshall, Deborah
<Deborah.Marshall@bcferries.com>
Sent: May 22, 2023 11:38 AM
To: Soucie, Angela
<Angela.Soucie@bcferries.com>
Cc: Daye, Rhonda
<Rhonda.Daye@bcferries.com>; Boyle,

Kevin <Kevin.Boyle@bcferries.com>;
Marinelli, Rosa
<Rosa.Marinelli@bcferries.com>;
Tindall, Karen
<Karen.Tindall@bcferries.com>
Subject: Re: holding statement?

Please let me know when it's back so I
can call media. We're getting
hammered on Global

Sent from my iPhone

On May 22, 2023, at
11:36 AM, Soucie,
Angela
<Angela.Soucie@bcferries.com> wrote:

They are really close to
getting Current
Conditions lite up. That
will help a lot.
Social media is
tweeting the info they
have access too.

A.

From: Marshall,
Deborah
<Deborah.Marshall@bcferries.com>
Sent: May 22, 2023
11:35 AM
To: Daye, Rhonda
<Rhonda.Daye@bcferries.com>
Cc: Soucie, Angela
<Angela.Soucie@bcferries.com>; Boyle, Kevin
<Kevin.Boyle@bcferries.com>; Marinelli, Rosa
<Rosa.Marinelli@bcferries.com>; Tindall, Karen
<Karen.Tindall@bcferries.com>
Subject: Re: holding
statement?

Thanks. Are they tweeting out sailing status (overloads etc).

Sent from my iPhone

On
May
22,
2023,
at
11:32
AM,
Daye,
Rhonda
a
<Rhonda.Daye@bcferries.com>
wrote:

Social
is
current
ly
tweeti
ng out
the
schedul
es.

I'm in
office
now.

Rhonda
Daye
(she/her)
Manager,
Customer
Relations
British

**Columbia
Ferry
Services
Inc.**

T:
250-
978-
2041

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F:
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1240
rhonda.
daye@bcferr
ries.com
bcferries.com

From:
Soucie,
Angela
<Angela.Soucie@bcferries.com>

Sent:
May
22,
2023
11:19
AM

To:
Marshall,
Deborah
<Deborah.Marshall@bcferries.com>

Cc:
Boyle,

Kevin
<Kevin.Boyle@bcferries.com>;
Daye, Rhonda
<Rhonda.Daye@bcferries.com>;
Marinelli, Rosa
<Rosa.Marinelli@bcferries.com>;
Tindall, Karen
<Karen.Tindall@bcferries.com>

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Debora
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<Deborah.Marshall@bcferries.com
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To:
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Angela
<Angela.Soucie@bcferries.com
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Cc:
Boyle,
Kevin
<Kevin.Boyle@bcferries.com
>;

Daye,
Rhonda
<Rhonda.Daye@bcferries.com
>;

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<Rosa.lli@bcferries.com
>

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<Karen
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Creighton, Kathleen

From: Jimenez, Nicolas
Sent: May 22, 2023 3:16 PM
To: Harris, Steve
Subject: Re: Update #7 - P1

thx for the regular updates.

i'd like to understand this better. we can discuss at our 1-1 tomorrow.

thx

Nicolas Jimenez (he/him)
President & CEO, BC Ferries
M: ss. 15, 19 [REDACTED]

On May 22, 2023, at 2:48 PM, Harris, Steve <Steve.Harris@bcferries.com> wrote:

Hi all,

We are in the final stages of testing the website and then will look at opening the website to the public.

We will be setting up meetings for tomorrow to plan and address the issue we saw as well as a root case analysis session.

Cheers - Steve

From: Harris, Steve
Sent: May 22, 2023 12:48 PM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill;

Dobrinsky, Dean
Subject: Update #6 - P1

Hi all,

Current conditions 'lite' now accessible externally. We are working on bringing up CRM and other systems now.

- Steve

From: Harris, Steve
Sent: May 22, 2023 12:16 PM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Update #5 - P1

Hi all,

Databases are confirmed stable.


s. 15

- Steve

From: Harris, Steve
Sent: May 22, 2023 10:58 AM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Update #4 - P1

Hi all,

Systems are coming back online, focusing on crewing (other systems coming back online by themselves as designed) and moving on to customer-facing. [s. 15](#)



- Steve

Steve Harris

Director, IT Projects
The Atrium
Tel: (250)-978-1429

From: Harris, Steve
Sent: May 22, 2023 9:44 AM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Update #3 - P1

Hi all,

Systems are starting to be brought back online, we are being cautious to ensure the stability of the underlying systems. The current focus is on underlying system stability, working through the systems that allow us to sail and crew (including safety) , and then onto customer-facing systems.

- Steve

From: Harris, Steve
Sent: May 22, 2023 8:50 AM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Update #2 - P1

Update #2

The team continues to work on the problem. More team members are being called. ss. 15, 19
[REDACTED] dealing with problems bringing systems back online.

No ETA yet.

- Steve

From: Harris, Steve
Sent: May 22, 2023 7:47 AM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill
Subject: Update #1 - P1

Hi all,

We have had a P1 ongoing that has been caused by s. 15, s. 19 [REDACTED]
[REDACTED] and are bringing systems back online.

More updates to follow as systems come back online.

- Steve

Rasmussen, Shauna

From: Harris, Steve
Sent: May 22, 2023 3:25 PM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Update #8 - P1 - Final Update

Hi all,

One final update.

The website is up and running and open to the public. We monitored the systems for ~20 minutes after opening to the public and all was green. We have enhanced monitoring in place until around 20h00 and our early morning checks will start earlier than our usual 05h30.

My sincere apologies for the interruption to our services.

More information to come as we run our usual sessions to investigate the issue.

- Steve

From: Harris, Steve
Sent: May 22, 2023 2:48 PM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Update #7 - P1

Hi all,

We are in the final stages of testing the website and then will look at opening the website to the public.

We will be setting up meetings for tomorrow to plan and address the issue we saw as well as a root case analysis session.

Cheers - Steve

From: Harris, Steve
Sent: May 22, 2023 12:48 PM
To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean
Subject: Update #6 - P1

Hi all,

Current conditions 'lite' now accessible externally. We are working on bringing up CRM and other systems now.

- Steve

From: Harris, Steve

Sent: May 22, 2023 12:16 PM

To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean

Subject: Update #5 - P1

Hi all,

Databases are confirmed stable. s. 15

- Steve

From: Harris, Steve

Sent: May 22, 2023 10:58 AM

To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean

Subject: Update #4 - P1

Hi all,

Systems are coming back online, focusing on crewing (other systems coming back online by themselves as designed) and moving on to customer-facing. ss. 15, 19

- Steve

Steve Harris

Director, IT Projects

The Atrium

Tel: (250)-978-1429

From: Harris, Steve

Sent: May 22, 2023 9:44 AM

To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean

Subject: Update #3 - P1

Hi all,

Systems are starting to be brought back online, we are being cautious to ensure the stability of the underlying systems. The current focus is on underlying system stability, working through the systems that allow us to sail and crew (including safety) , and then onto customer-facing systems.

- Steve

From: Harris, Steve

Sent: May 22, 2023 8:50 AM

To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill; Dobrinsky, Dean

Subject: Update #2 - P1

Update #2

The team continues to work on the problem. More team members are being called. ss. 15, 19 dealing with problems bringing systems back online.

No ETA yet.

- Steve

From: Harris, Steve

Sent: May 22, 2023 7:47 AM

To: Jimenez, Nicolas; Storey, Corrine; Anderson, Brian; Carson, Janet; Barabash, Jason; Sharland, Jill

Subject: Update #1 - P1

Hi all,

We have had a P1 ongoing that has been caused by s. 15, s. 19 and are bringing systems back online.

More updates to follow as systems come back online.

- Steve

Rasmussen, Shauna

From: Harris, Steve
Sent: May 22, 2023 3:40 PM
To: Hanson, Erik; Siminoski, Kevin
Subject: Updated - May 22nd Timeline and Observations - SH.docx
Attachments: May 22nd Timeline and Observations - SH.docx

Thanks Erik – modified version attached.

From: Hanson, Erik <Erik.Hanson@bcferries.com>
Sent: Monday, May 22, 2023 3:31 PM
To: Harris, Steve <Steve.Harris@bcferries.com>; Siminoski, Kevin <Kevin.Siminoski@bcferries.com>
Subject: RE: May 22nd Timeline and Observations - SH.docx

10h00 [redacted] called Risk, passed the call to Dan

ss. 15, 19

Just a small typo, should be Rick.

s. 13, ss. 15, 19

From: Harris, Steve <Steve.Harris@bcferries.com>
Sent: May 22, 2023 3:21 PM
To: Hanson, Erik <Erik.Hanson@bcferries.com>; Siminoski, Kevin <Kevin.Siminoski@bcferries.com>
Subject: May 22nd Timeline and Observations - SH.docx

Hi all,

My notes form today for our discussions tomorrow.

Cheers - Steve



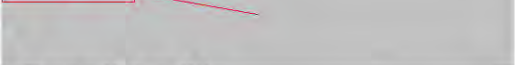
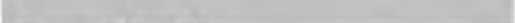
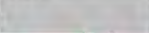
May 22nd IT Outage

Timeline

Timeline	Timeline - Comment
05h26	Problems ss. 15, 19
05h30	Started to ss. 15, 19
06h40	ss. 15, 19
07h53	Left VM for Nicolas Jimenez
07h58	ss. 15, 19
08h10	
08h20	
08h27	
08h30	Calling on other Unix team members to support Dan
08h35	ss. 15, 19
08h37	<ul style="list-style-type: none">When new Unix team members joined, opening a ticket with ss. 15, 19Kyle calling team
08h39	ss. 15, 19
08h48	
08h50	Dan asked Rick Peng to open vendor ticket
08h52	ss. 15, 19
09h00	
09h15	
09h33	
09h38	
09h45	
09h50	
09h53	
09h57	
10h00	
10h03	

Timeline	Timeline - Comment
10h08	ss. 15, 19
10h40	
10h45	
10h50	
10h55	Tony: Data flowing to highway signs
10h59	ss. 15, 19
11h02	<ul style="list-style-type: none"> • %'s appearing on highway signs • Angela: media message: systems coming back online, few hrs away from restored service
11h05	ss. 15, 19
11h09	
11h10	
11h16	<ul style="list-style-type: none"> • Respond to Angela's media request • Not able to access CC info yet • CC Service (Tony/Stephane) – checking CC end points
11h20	ss. 15, 19
11h36	
11h40	
11h41	
11h44	Discussed ETA – about 3hrs
11h51	ss. 15, 19
12h05	
12h07	
Paused here to document	
12h40	<ul style="list-style-type: none"> • CC lite is responding • Shawn changed page to CC lite page
12h56	ss. 15, 19
13h00	Departure Bay saying ticketing for 21h05 – looks like sailing in OSS, data/sailing issue – not related to this incident. No reservations.
13h02	<ul style="list-style-type: none"> • New bookings and redemptions flowing • CRM up and running – checking • Erik – eBooking is next, already coming up
13h06	ss. 15, 19
13h10	

Timeline	Timeline - Comment
13h11	ss. 15, 19
13h15	
13h22	Give customer Care eBooking access – rolling bounce should not affect them
13h25	<ul style="list-style-type: none"> • With applications coming up slowly we seem to be on the other side of the redemptions. • Maria sent note to customer care re: eBooking and CRM being back online • Working on Website and Mobile apps next
13h27	<ul style="list-style-type: none"> • Erik: On back half of recovery • Manjit/Maria: <ul style="list-style-type: none"> ○ Rolling eBooking reboot is complete and cluster is clean ○ ss. 15, 19 ○
13h28	<ul style="list-style-type: none"> • Starting on back office nodes • Estimate is 15h00 completion • ss. 15, 19 •
13h30	<ul style="list-style-type: none"> • ss. 15, 19 – replaced and working now. • Not related to incident.
13h41	ss. 15, 19
13h45	Getting 'Current Conditions is unavailable' message on web and also on the ops application. Common source of data.
13h50	ss. 15, 19
13h52	
13h56	
13h54	
14h12	s.
14h34	ss. 15, 19
14h44	<ul style="list-style-type: none"> • Maria: <ul style="list-style-type: none"> ○ Mobile app is working. ○ Current conditions is working. ○ Completing a booking and checking booking flows to site. ○ Maria confirmed emails are being received. ○ (We already know that redemptions are working.) ○ Mobile app (already available), website, bookings flowing, CC schedules are stable.
14h52	<ul style="list-style-type: none"> • Round table and no concerns, setup to monitor various aspects (servers, storage, API's etc.) • Shawn opened the website to the public.

Timeline	Timeline - Comment
14h55	<ul style="list-style-type: none"> • Dan: <ul style="list-style-type: none"> ○ Setup messages to go direct to text message. ○ ss. 15, 19  • Tomorrow <ul style="list-style-type: none"> ○ Service desk review in AM ○ RCA in PM ○ Technology Services meeting ss. 15, 19 • 1100 users on website and 600+ on mobile app
14h58	<ul style="list-style-type: none"> • Round table review of monitoring tools status. <ul style="list-style-type: none"> ○ ss. 15, 19  ○  ○  ○ Opened to public
15h13	Shawn putting in place a  to redirect cc.bcferrries.com to www.bcferrries.com

ss. 15, 19

Note:

Our service recovery order followed our DR and BCP program objectives and was at a high level¹

ss. 15, 19 

¹ From Erik Hanson

Observations

#	Observation
1.	s. 13, ss. 15, 19
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	

Creighton, Kathleen

From: Service Desk Communication
Sent: May 22, 2023 3:41 PM
To: Service Desk Communication; BCF All Employees; BCF IT Consultants
Subject: SERVICE RESTORED Multiple systems are down including BCFerries.com



SERVICE RESTORED

Multiple systems are down including BCFerries.com

Date: May 22, 2023

Service has been restored. bcferrys.com and associated applications are now working as normal

If you have any questions, please do not hesitate to contact the Service Desk

Service Desk,
Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / **Toll Free:** 1-866-515-1234 **F:** 1-866-280-0172 **Emergency Queue:** Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

From: Service Desk Communication <ServiceDesk.Communication@bcferries.com>
Sent: May 22, 2023 1:55 PM
To: Service Desk Communication <ServiceDesk.Communication@bcferries.com>; BCF All Employees <BCF.AllEmployees@bcferries.com>; BCF IT Consultants <isconsul@bcferries.com>
Subject: Fleetwide Service Disruption – multiple applications - Update 6



Fleetwide Service Disruption – multiple applications

Please be advised there is currently a **service disruption** affecting various critical BC Ferries systems including:

The team is working on the public website, eBooking, CRM and current conditions as first priority.



Applications that are now restored listed below



IT teams are working to resolve the issues. Further updates will be provided as they become available.

Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / Toll Free: 1-866-515-1234 F: 1-866-280-0172 Pager: Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

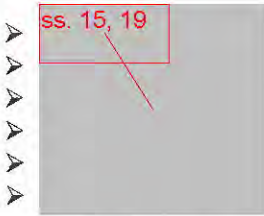
From: Service Desk Communication <ServiceDesk.Communication@bcferries.com>
Sent: May 22, 2023 1:01 PM
To: Service Desk Communication <ServiceDesk.Communication@bcferries.com>; BCF All Employees <BCF.AllEmployees@bcferries.com>; BCF IT Consultants <isconsul@bcferries.com>
Subject: RE: Fleetwide Service Disruption – multiple applications - Update 5



Fleetwide Service Disruption – multiple applications

Please be advised there is currently a **service disruption** affecting various critical BC Ferries systems including:

The team is working on the public website, eBooking, CRM and current conditions as first priority



Applications that are now restored listed below



IT teams are working to resolve the issues. Further updates will be provided as they become available.

Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / Toll Free: 1-866-515-1234 F: 1-866-280-0172 Pager: Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

From: Service Desk Communication <ServiceDesk.Communication@bcferries.com>
Sent: May 22, 2023 11:56 AM
To: Service Desk Communication <ServiceDesk.Communication@bcferries.com>; BCF All Employees <BCF.AllEmployees@bcferries.com>; BCF IT Consultants <isconsul@bcferries.com>
Subject: Fleetwide Service Disruption – multiple applications - Update 4



Fleetwide Service Disruption – multiple applications

Please be advised there is currently a **service disruption** affecting various critical BC Ferries systems including:

The team is working on the public website, eBooking, CRM and current conditions as first priority



Applications that are now restored listed below



IT teams are working to resolve the issues. Further updates will be provided as they become available.

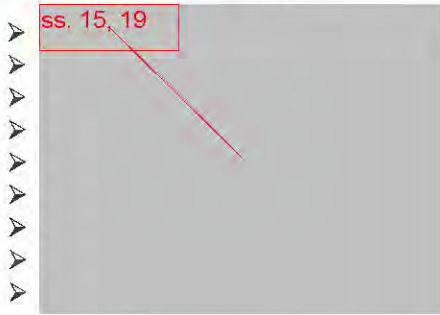
Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / **Toll Free:** 1-866-515-1234 **F:** 1-866-280-0172 **Pager:** Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

From: Service Desk Communication <ServiceDesk.Communication@bcferries.com>
Sent: May 22, 2023 10:59 AM
To: Service Desk Communication <ServiceDesk.Communication@bcferries.com>; BCF All Employees <BCF.AllEmployees@bcferries.com>; BCF IT Consultants <isconsul@bcferries.com>
Subject: Fleetwide Service Disruption – multiple applications - Update 4



Fleetwide Service Disruption – multiple applications

Please be advised there is currently a **service disruption** affecting various critical BC Ferries systems including:



Applications that are now restored listed below



IT teams are working to resolve the issues. Further updates will be provided as they become available.

Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / Toll Free: 1-866-515-1234 F: 1-866-280-0172 Pager: Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

From: Service Desk Communication <ServiceDesk.Communication@bcferries.com>
Sent: May 22, 2023 9:55 AM
To: BCF All Employees <BCF.AllEmployees@bcferries.com>; BCF IT Consultants <isconsul@bcferries.com>
Subject: Fleetwide Service Disruption – multiple applications - Update 3



Fleetwide Service Disruption – multiple applications

Please be advised there is currently a **service disruption** affecting various critical BC Ferries systems including:





Applications that are now working are listed below



IT teams are working to resolve the issues. Further updates will be provided as they become available.

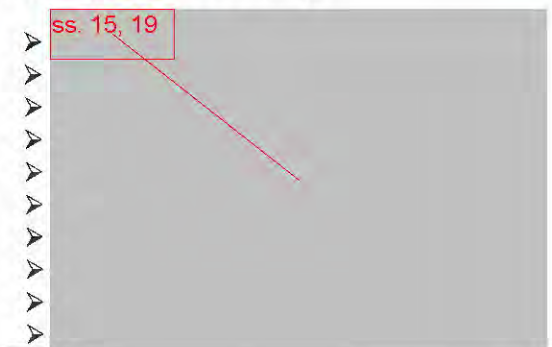
Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / **Toll Free:** 1-866-515-1234 **F:** 1-866-280-0172 **Pager:** Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

From: Service Desk Communication <ServiceDesk.Communication@bcferries.com>
Sent: May 22, 2023 8:57 AM
To: BCF All Employees <BCF.AllEmployees@bcferries.com>; BCF IT Consultants <isconsul@bcferries.com>
Subject: Fleetwide Service Disruption – multiple applications - Update 2 correction



Fleetwide Service Disruption – multiple applications

Please be advised there is currently a **service disruption** affecting various critical BC Ferries systems including:



ss. 15, 19

IT teams are working to resolve the issues. Further updates will be provided as they become available.

Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / **Toll Free:** 1-866-515-1234 **F:** 1-866-280-0172 **Pager:** Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

From: Service Desk Communication <ServiceDesk.Communication@bcferries.com>
Sent: May 22, 2023 8:47 AM
To: BCF All Employees <BCF.AllEmployees@bcferries.com>; BCF IT Consultants <isconsul@bcferries.com>
Subject: Fleetwide Service Distruption – multiple applications - Update 2



Fleetwide Service Disruption – multiple applications

Please be advised there is currently a **service disruption** affecting various critical BC Ferries systems including:



IT teams are working to resolve the issues. Further updates will be provided as they become available.

Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / **Toll Free:** 1-866-515-1234 **F:** 1-866-280-0172 **Pager:** Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

From: Service Desk Communication <ServiceDesk.Communication@bcferries.com>
Sent: May 22, 2023 7:17 AM
To: BCF All Employees <BCF.AllEmployees@bcferries.com>; BCF IT Consultants <isconsul@bcferries.com>
Subject: Fleetwide Service Disruption – multiple applications



Fleetwide Service Disruption – multiple applications

Please be advised there is currently a **service disruption** affecting various critical BC Ferries systems including:

- ss. 15, 19
- [Redacted]
- [Redacted]
- [Redacted]

IT teams are working to resolve the issues. Further updates will be provided as they become available.

Information Technology
British Columbia Ferry Services Inc.
T: 250-978-1234 / **Toll Free:** 1-866-515-1234 **F:** 1-866-280-0172 **Pager:** Press 2
Hours: 07:00-19:00 (Weekdays), 08:00-18:00 (Weekends/Holidays)
ServiceDesk.Communication@bcferries.com

Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 4:04 PM
To: Soucie, Angela; Harris, Steve
Subject: RE: holding statement?

Thanks Angela.
That works for me.

Deborah Marshall
Executive Director, Public Affairs
British Columbia Ferry Services Inc.
T: 250-978-1267 **C:** ss. 15, 19
Deborah.marshall@bcferries.com
bcferries.com

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: Monday, May 22, 2023 4:03 PM
To: Harris, Steve <Steve.Harris@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>
Subject: FW: holding statement?

Hi Steve,
Do you have any more detail that you can share with Deb.

Maybe we keep it generic....
It was nothing to do with the website, but a backend system failure that brought down several systems.

A.

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Sent: May 22, 2023 3:43 PM
To: Tindall, Karen <Karen.Tindall@bcferries.com>; Soucie, Angela <Angela.Soucie@bcferries.com>
Cc: Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Media are asking what caused IT issue/website outage. Do we have an answer yet?

Deborah Marshall
Executive Director, Public Affairs
British Columbia Ferry Services Inc.
T: 250-978-1267 **C:** ss. 15, 19
Deborah.marshall@bcferries.com

bcterries.com

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

From: Tindall, Karen <Karen.Tindall@bcterries.com>

Sent: Monday, May 22, 2023 3:33 PM

To: Soucie, Angela <Angela.Soucie@bcterries.com>

Cc: Boyle, Kevin <Kevin.Boyle@bcterries.com>; Daye, Rhonda <Rhonda.Daye@bcterries.com>; Marshall, Deborah <Deborah.Marshall@bcterries.com>; Marinelli, Rosa <Rosa.Marinelli@bcterries.com>

Subject: Re: holding statement?

Rhonda confirmed for me this has been done.

Karen

Sent from my iPhone

On May 22, 2023, at 3:10 PM, Soucie, Angela <Angela.Soucie@bcterries.com> wrote:

Can we delete post that has the alternative current conditions link? It may cause performance issues if customer continue to access the link.

A.

From: Boyle, Kevin <Kevin.Boyle@bcterries.com>

Sent: May 22, 2023 3:03 PM

To: Soucie, Angela <Angela.Soucie@bcterries.com>; Daye, Rhonda <Rhonda.Daye@bcterries.com>; Marshall, Deborah <Deborah.Marshall@bcterries.com>; Tindall, Karen <Karen.Tindall@bcterries.com>; Marinelli, Rosa <Rosa.Marinelli@bcterries.com>

Subject: RE: holding statement?

Pinned tweet updated. Thanks everyone.

<image001.png>

From: Soucie, Angela <Angela.Soucie@bcterries.com>

Sent: May 22, 2023 2:58 PM

To: Daye, Rhonda <Rhonda.Daye@bcterries.com>; Marshall, Deborah <Deborah.Marshall@bcterries.com>; Boyle, Kevin <Kevin.Boyle@bcterries.com>; Tindall, Karen <Karen.Tindall@bcterries.com>; Marinelli, Rosa <Rosa.Marinelli@bcterries.com>

Subject: RE: holding statement?

You can say that again.

Thanks everyone!

Angela Soucie
Director of Consumer Marketing and Digital Experience
British Columbia Ferry Services Inc.
C: ss. 15, 19
angela.soucie@bcferries.com
bcferries.com | Facebook | Twitter

Notice:

This message, including any attachments, is confidential and may contain information that is privileged or exempt from disclosure. It is intended only for the person to whom it is addressed unless expressly authorized otherwise by the sender. If you are not an authorized recipient, please notify the sender immediately and permanently destroy all copies of this message and any attachments.

From: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Sent: May 22, 2023 2:56 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Amazing, what a day... thank you!

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 C: ss. 15, 19 F: 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 2:55 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

App and website are live. Monitoring will continue.

A.

From: Soucie, Angela
Sent: May 22, 2023 2:45 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

We are getting close with the website + app. Testing is happening now.

A.

From: Soucie, Angela
Sent: May 22, 2023 2:02 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

They did a rolling bounce. The heavy traffic is impacting it.
It is up now. They are continuing to monitor.

A.

From: Soucie, Angela
Sent: May 22, 2023 1:46 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Yes. They are looking at it now. Ops app too.

From: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Sent: May 22, 2023 1:42 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Lost CC lite.

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 **C:** ss. 15, 19 **F:** 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 1:31 PM
To: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

CRM and ebooking are now up for agents to assist with customers.

Website + app are next. Will take about an hour and a bit. Latest estimate for website will be 3pm.

A.

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Sent: May 22, 2023 1:10 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>
Subject: Re: holding statement?

Thx

Sent from my iPhone

On May 22, 2023, at 1:03 PM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

CRM and eBooking are starting to come up now. Sanity testing underway.
Hopefully CC ill have access soon.

A

From: Soucie, Angela
Sent: May 22, 2023 12:59 PM
To: Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>
Cc: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Thanks Kevin.

From: Boyle, Kevin <Kevin.Boyle@bcferries.com>
Sent: May 22, 2023 12:54 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Cc: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: Re: holding statement?

Pinned tweet updated:

#BCFHeadsUp - Update [12:47 pm]

We're making progress towards the restoration of our website and app. We apologize to our customers who have been impacted by the outages today.

Current Conditions can be found here: cc.bcferrries.com

We will continue to keep you updated.

Sent from my iPhone

On May 22, 2023, at 12:48 PM, Daye, Rhonda
<Rhonda.Daye@bcferries.com> wrote:

Thank you!!

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 C: ss. 15, 19 F: 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 12:43 PM
To: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>
Subject: Re: holding statement?

Current conditions light is working. They will be updating the gone fishing page with the link shortly.

Sent from my iPhone

On May 22, 2023, at 12:32 PM, Marshall, Deborah
<Deborah.Marshall@bcferries.com> wrote:

Thx

Sent from my iPhone

On May 22, 2023, at 12:30 PM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

CC now has access to ops app.

They are still working on Current Conditions.

From: Marshall, Deborah
<Deborah.Marshall@bcferries.com>
Sent: May 22, 2023 11:51 AM
To: Soucie, Angela
<Angela.Soucie@bcferries.com>
Cc: Daye, Rhonda
<Rhonda.Daye@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>;
Marinelli, Rosa
<Rosa.Marinelli@bcferries.com>;
Tindall, Karen
<Karen.Tindall@bcferries.com>
Subject: Re: holding statement?

Ok thanks the sooner I can let media know the better about cc lite. I appreciate the updates

Sent from my iPhone

On May 22, 2023, at 11:48 AM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

IT is feeling more confident with a timeline now. Will be approximately 3 hours before customer facing website will be live. Ebooking (internal) should be up in 2 hours for customer care.

Still working on current conditions lite (priority). Will message you as soon as it is up.

A.

From: Marshall,
Deborah
<Deborah.Marshall@bcferries.com>
Sent: May 22, 2023
11:38 AM
To: Soucie, Angela
<Angela.Soucie@bcferries.com>
Cc: Daye, Rhonda
<Rhonda.Daye@bcferries.com>; Boyle, Kevin
<Kevin.Boyle@bcferries.com>; Marinelli, Rosa
<Rosa.Marinelli@bcferries.com>; Tindall, Karen
<Karen.Tindall@bcferries.com>
Subject: Re: holding statement?

Please let me know when it's back so I can call media. We're getting hammered on Global

Sent from my iPhone

On
May
22,
2023,
at
11:36
AM,
Soucie,
Angela
<Angela.Soucie@bcferries.com>
wrote:

They
are
really
close
to

getting
Current
Condi
ons lite
up.
That
will
help a
lot.
Social
media
is
tweeti
ng he
info
they
have
access
too.

A.

From:
Marsha
ll,
Debora
h
<Deborah.Marshall@bcferries.com>

Sent:
May
22,
2023
11:35
AM

To:
Daye,
Rhonda
<Rhonda.Daye@bcferries.com>

Cc:
Soucie,
Angela

<[Angel
a.Soucie@bcferries.com](mailto:Angel.a.Soucie@bcferries.com)>;

Boyle,
Kevin
<[Kevin.
Boyle
@bcferries.com](mailto:Kevin.Boyle@bcferries.com)>;

Marine
lli, Rosa
<[Rosa.
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lli@bcferries.com](mailto:Rosa.Marine.lli@bcferries.com)>;

Tindall,
Karen
<[Karen
.Tindall
@bcferries.com](mailto:Karen.Tindall@bcferries.com)>

Subject
: Re:
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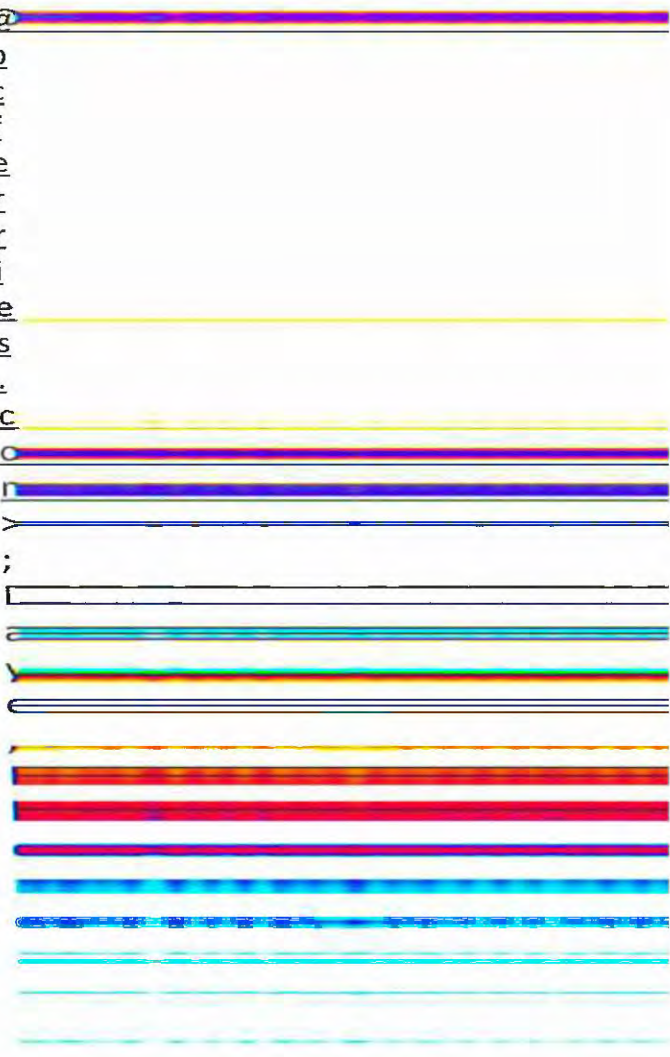
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Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 4:11 PM
To: 'kamil.karamali@globalnews.ca'
Subject: Update from BC Ferries

Our website has been restored. It was a backend system failure that brought down several systems.

With regards to service to Bowen Island, we had to cancel the afternoon sailings on Saturday due to our inability to secure sufficient crew. We apologize to our customers for the inconvenience. We sourced a 40-person and 12-person foot passenger-only water taxi to provide service for the route. We require a specific number of crew members on board the vessel to ensure the safety of our passengers in the unlikely event of an emergency and to comply with Transport Canada regulations. The decision to cancel a sailing in these circumstances is made when we have exhausted all options to find replacement crew.

We know that even one cancellation is too many for customers who rely on our service. We continue our largest recruitment campaign to fill vacancies as quickly as we can. We are working on it but there is a world wide shortage of mariners. Like many other businesses coming out of the pandemic, we've struggled to meet our staffing needs. In order to recruit and retain staff, we've introduced incentives and guaranteed hours for new employees, enhanced allowances for employees with certain technical qualifications and those who work overnight hours, increased our training budget to support employees who want to reach higher qualifications and boosted our cadet training program. We continue to work diligently to rectify the issue.

Regards,

Deborah Marshall
Executive Director, Public Affairs
Strategy & Community Engagement
British Columbia Ferry Services Inc.
Address, City, Province, Postal Code
T: 250-978-1267 C: ss. 15, 19
Deborah.marshall@bcferries.com
bcferries.com | [Facebook](#) | [Twitter](#)

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

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Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 22, 2023 4:14 PM
To: 'globalbc.newstips@globaltv.com'; 'Mike MacDonald'
Subject: Update from BC Ferries

Our website has been restored. It was a backend system failure that brought down several systems.

With regards to service to Bowen Island, we had to cancel the afternoon sailings on Saturday due to our inability to secure sufficient crew. We apologize to our customers for the inconvenience. We sourced a 40-person and 12-person foot passenger-only water taxi to provide service for the route. We require a specific number of crew members on board the vessel to ensure the safety of our passengers in the unlikely event of an emergency and to comply with Transport Canada regulations. The decision to cancel a sailing in these circumstances is made when we have exhausted all options to find replacement crew.

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Regards,

Deborah Marshall
Executive Director, Public Affairs
Strategy & Community Engagement
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Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 23, 2023 5:31 AM
To: Tindall, Karen
Cc: Harris, Steve; Soucie, Angela; Daye, Rhonda
Subject: Re: holding statement?

I didn't hear from Steve. Angela offered the following so I gave that to media:

was nothing to do with the website, but a backend system failure that brought down several systems.

Some media asked if we had been hacked. Angela told me we hadn't.

Steve if you have a more fulsome response to question what was the problem that would be helpful. Media and customers will continue to ask today.

Sent from my iPhone

On May 22, 2023, at 10:05 PM, Tindall, Karen <Karen.Tindall@bcferries.com> wrote:

Hi Steve - just in case Deb didn't connect with you directly - see below.

Karen

Sent from my iPhone

Begin forwarded message:

From: "Marshall, Deborah" <Deborah.Marshall@bcferries.com>
Date: May 22, 2023 at 3:42:53 PM PDT
To: "Tindall, Karen" <Karen.Tindall@bcferries.com>, "Soucie, Angela" <Angela.Soucie@bcferries.com>
Cc: "Boyle, Kevin" <Kevin.Boyle@bcferries.com>, "Daye, Rhonda" <Rhonda.Daye@bcferries.com>, "Marinelli, Rosa" <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Media are asking what caused IT issue/website outage. Do we have an answer yet?

Deborah Marshall
Executive Director, Public Affairs
British Columbia Ferry Services Inc.
T: 250-978-1267 **C:** ss. 15, 19
Deborah.marshall@bcferries.com
bcferries.com

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

From: Tindall, Karen <Karen.Tindall@bcferries.com>
Sent: Monday, May 22, 2023 3:33 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>
Cc: Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: Re: holding statement?

Rhonda confirmed for me this has been done.

Karen

Sent from my iPhone

On May 22, 2023, at 3:10 PM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

Can we delete post that has the alternative current conditions link? It may cause performance issues if customer continue to access the link.

A.

From: Boyle, Kevin <Kevin.Boyle@bcferries.com>
Sent: May 22, 2023 3:03 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Pinned tweet updated. Thanks everyone.

<image001.png>

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 2:58 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa

<Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

You can say that again.

Thanks everyone!

Angela Soucie
Director of Consumer Marketing and Digital Experience
British Columbia Ferry Services Inc.

C: [ss. 15,19](#)

angela.soucie@bcferries.com

bcferries.com | Facebook | Twitter

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From: Daye, Rhonda <Rhonda.Daye@bcferries.com>

Sent: May 22, 2023 2:56 PM

To: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin

<Kevin.Boyle@bcferries.com>; Tindall, Karen

<Karen.Tindall@bcferries.com>; Marinelli, Rosa

<Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

Amazing, what a day... thank you!

Rhonda Daye (she/her)
Manager, Customer Relations

British Columbia Ferry Services Inc.

T: 250-978-2041 **C:** [ss. 15,19](#) **F:** 250-978-1240

rhonda.daye@bcferries.com

bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>

Sent: May 22, 2023 2:55 PM

To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin

<Kevin.Boyle@bcferries.com>; Tindall, Karen

<Karen.Tindall@bcferries.com>; Marinelli, Rosa

<Rosa.Marinelli@bcferries.com>

Subject: RE: holding statement?

App and website are live. Monitoring will continue.

A.

From: Soucie, Angela
Sent: May 22, 2023 2:45 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

We are getting close with the website + app. Testing is happening now.

A.

From: Soucie, Angela
Sent: May 22, 2023 2:02 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

They did a rolling bounce. The heavy traffic is impacting it. It is up now. They are continuing to monitor.

A.

From: Soucie, Angela
Sent: May 22, 2023 1:46 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Yes. They are looking at it now. Ops app too.

From: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Sent: May 22, 2023 1:42 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah

<Deborah.Marshall@bcferries.com>; Boyle, Kevin
<Kevin.Boyle@bcferries.com>; Tindall, Karen
<Karen.Tindall@bcferries.com>; Marinelli, Rosa
<Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Lost CC lite.

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 **C:** 250-361-8691 **F:** 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 1:31 PM
To: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

CRM and ebooking are now up for agents to assist with customers.

Website + app are next. Will take about an hour and a bit. Latest estimate for website will be 3pm.

A.

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Sent: May 22, 2023 1:10 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>
Subject: Re: holding statement?

Thx

Sent from my iPhone

On May 22, 2023, at 1:03 PM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

CRM and eBooking are starting to come up now. Sanity testing underway.
Hopefully CC ill have access soon.

A

From: Soucie, Angela
Sent: May 22, 2023 12:59 PM
To: Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>
Cc: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Thanks Kevin.

From: Boyle, Kevin <Kevin.Boyle@bcferries.com>
Sent: May 22, 2023 12:54 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Cc: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: Re: holding statement?

Pinned tweet updated:

#BCFHeadsUp - Update [12:47 pm]
We're making progress towards the restoration of our website and app. We apologize to our customers who have been impacted by the outages today.

Current Conditions can be found here: cc.bcferries.com

We will continue to keep you updated.

Sent from my iPhone

On May 22, 2023, at 12:48 PM, Daye, Rhonda <Rhonda.Daye@bcferries.com> wrote:

Thank you!!

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.

T: 250-978-2041 **C:** ss. 15, 19
F: 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela
<Angela.Soucie@bcferries.com>
Sent: May 22, 2023 12:43 PM
To: Marshall, Deborah
<Deborah.Marshall@bcferries.com>;
Boyle, Kevin
<Kevin.Boyle@bcferries.com>; Tindall,
Karen <Karen.Tindall@bcferries.com>;
Daye, Rhonda
<Rhonda.Daye@bcferries.com>
Subject: Re: holding statement?

Current conditions light is working.
They will be updating the gone fishing
page with the link shortly.

Sent from my iPhone

On May 22, 2023, at
12:32 PM, Marshall,
Deborah
<Deborah.Marshall@bcferries.com> wrote:

Thx

Sent from my iPhone

On
May
22,
2023,
at
12:30
PM,
Soucie,
Angela
<Angela.Soucie@bcferries.com>
wrote:

CC now
has
access
to ops
app.
They
are still
workin
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Current
Condi
tions.

From:

Marsha
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Debor
ah

<Deborah.Marshall@bcferries.com

>

Sent:

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To:

Soucie,
Angela
<Angela.Soucie@bcferries.com

Cc:

Daye,
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<Rhonda.Daye@bcferries.com

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Boyle,
Kevin

<Kevin.Boyle@bcferries.com>;

Marine Ili, Rosa
<Rosa.MarineIli@bcferries.com>;

Tindall, Karen
<Karen.Tindall@bcferries.com>

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From : Marshall, Deborah <Deborah>

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Rasmussen, Shauna

From: Harris, Steve
Sent: May 23, 2023 7:51 AM
To: Hermans, Christy
Subject: RE: P1 over the weekend

Hi Christy,

We'll be doing an RCA session this afternoon and we will prepare a note after that session – will definitely copy you on that.

Cheers - Steve

From: Hermans, Christy <Christy.Hermans@bcferries.com>
Sent: Tuesday, May 23, 2023 7:45 AM
To: Harris, Steve <Steve.Harris@bcferries.com>
Subject: P1 over the weekend

Good morning Steve

Did you by chance prepare an email for the Executive describing the root cause of the multiple system outage over the weekend? If you did, can you please forward to me or let me know what happened. Typically I am cc'd and/ or included on any correspondence related to significant incidents. I received the Service desk notices but they don't describe the root cause, only that the root cause was identified.

Thanks Steve,

Christy Hermans CMA, CPA, CISA, CIA (she/her/hers)
Executive Director, Internal Audit
Finance Division
British Columbia Ferry Services Inc.
Suite 500 – 1321 Blanshard Street, Victoria, BC V8W 0B7
T: 250-978-1447 **C:** ss. 15,-19 **F:** 250-381-5166
Christy.hermans@bcferries.com
bcferries.com | [Facebook](#) | [Twitter](#)

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific west coast.

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Rasmussen, Shauna

From: Soucie, Angela
Sent: May 23, 2023 8:50 AM
To: Marshall, Deborah; Tindall, Karen
Subject: RE: holding statement?

FYI- I discussed statement with Janet below. She wanted to keep it general until the route cause analysis had been completed.

But maybe you could add the a complete route cause analysis is underway.

Angela

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Sent: May 23, 2023 8:00 AM
To: Harris, Steve <Steve.Harris@bcferries.com>
Cc: Tindall, Karen <Karen.Tindall@bcferries.com>; Soucie, Angela <Angela.Soucie@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Anderson, Brian <Brian.Anderson@bcferries.com>
Subject: Re: holding statement?

Thanks Steve but can you please provide a bit more info we can use with media this morning in the interim? I've got media asking this morning that I will have to get back to.

Sent from my iPhone

On May 23, 2023, at 7:52 AM, Harris, Steve <Steve.Harris@bcferries.com> wrote:

Thanks Karen – we are doing a root cause session this afternoon and I will have more information then.

Cheers - Steve

From: Tindall, Karen <Karen.Tindall@bcferries.com>
Sent: Monday, May 22, 2023 10:05 PM
To: Harris, Steve <Steve.Harris@bcferries.com>
Cc: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Soucie, Angela <Angela.Soucie@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>
Subject: Fwd: holding statement?

Hi Steve - just in case Deb didn't connect with you directly - see below.

Karen

Sent from my iPhone

Begin forwarded message:

From: "Marshall, Deborah" <Deborah.Marshall@bcferries.com>
Date: May 22, 2023 at 3:42:53 PM PDT
To: "Tindall, Karen" <Karen.Tindall@bcferries.com>, "Soucie, Angela" <Angela.Soucie@bcferries.com>
Cc: "Boyle, Kevin" <Kevin.Boyle@bcferries.com>, "Daye, Rhonda" <Rhonda.Daye@bcferries.com>, "Marinelli, Rosa" <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Media are asking what caused IT issue/website outage. Do we have an answer yet?

Deborah Marshall
Executive Director, Public Affairs
British Columbia Ferry Services Inc.
T: 250-978-1267 **C:** ss. 15,-19
Deborah.marshall@bcferries.com
bcferries.com

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

From: Tindall, Karen <Karen.Tindall@bcferries.com>
Sent: Monday, May 22, 2023 3:33 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>
Cc: Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: Re: holding statement?

Rhonda confirmed for me this has been done.

Karen

Sent from my iPhone

On May 22, 2023, at 3:10 PM, Soucie, Angela <Angela.Soucie@bcferries.com> wrote:

Can we delete post that has the alternative current conditions link? It may cause performance issues if customer continue to access the link.

A.

From: Boyle, Kevin <Kevin.Boyle@bcferries.com>
Sent: May 22, 2023 3:03 PM

To: Soucie, Angela <Angela.Soucie@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Pinned tweet updated. Thanks everyone.

<image001.png>

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 2:58 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

You can say that again.

Thanks everyone!

Angela Soucie
Director of Consumer Marketing and Digital Experience
British Columbia Ferry Services Inc.
C: ss. 15, 19
angela.soucie@bcferries.com
bcferries.com | [Facebook](#) | [Twitter](#)

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From: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Sent: May 22, 2023 2:56 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Amazing, what a day... thank you!

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 **C:** ss. 15, 19 **F:** 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 2:55 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

App and website are live. Monitoring will continue.

A.

From: Soucie, Angela
Sent: May 22, 2023 2:45 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

We are getting close with the website + app. Testing is happening now.

A.

From: Soucie, Angela
Sent: May 22, 2023 2:02 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

They did a rolling bounce. The heavy traffic is impacting it.
It is up now. They are continuing to monitor.

A.

From: Soucie, Angela
Sent: May 22, 2023 1:46 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Yes. They are looking at it now. Ops app too.

From: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Sent: May 22, 2023 1:42 PM
To: Soucie, Angela <Angela.Soucie@bcferries.com>; Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Lost CC lite.

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 **C:** ss. 15, 19 **F:** 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela <Angela.Soucie@bcferries.com>
Sent: May 22, 2023 1:31 PM
To: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye, Rhonda <Rhonda.Daye@bcferries.com>; Tindall, Karen <Karen.Tindall@bcferries.com>; Marinelli, Rosa <Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

CRM and ebooking are now up for agents to assist with customers.

Website + app are next. Will take about an hour and a bit. Latest estimate for website will be 3pm.

A.

From: Marshall, Deborah <Deborah.Marshall@bcferries.com>
Sent: May 22, 2023 1:10 PM

To: Soucie, Angela <Angela.Soucie@bcferries.com>
Subject: Re: holding statement?

Thx

Sent from my iPhone

On May 22, 2023, at 1:03 PM, Soucie, Angela
<Angela.Soucie@bcferries.com> wrote:

CRM and eBooking are starting to come up now. Sanity
testing underway.
Hopefully CC ill have access soon.

A

From: Soucie, Angela
Sent: May 22, 2023 12:59 PM
To: Boyle, Kevin <Kevin.Boyle@bcferries.com>; Daye,
Rhonda <Rhonda.Daye@bcferries.com>
Cc: Marshall, Deborah
<Deborah.Marshall@bcferries.com>; Tindall, Karen
<Karen.Tindall@bcferries.com>; Marinelli, Rosa
<Rosa.Marinelli@bcferries.com>
Subject: RE: holding statement?

Thanks Kevin.

From: Boyle, Kevin <Kevin.Boyle@bcferries.com>
Sent: May 22, 2023 12:54 PM
To: Daye, Rhonda <Rhonda.Daye@bcferries.com>
Cc: Soucie, Angela <Angela.Soucie@bcferries.com>;
Marshall, Deborah
<Deborah.Marshall@bcferries.com>; Tindall, Karen
<Karen.Tindall@bcferries.com>; Marinelli, Rosa
<Rosa.Marinelli@bcferries.com>
Subject: Re: holding statement?

Pinned tweet updated:

#BCFHeadsUp - Update [12:47 pm]
We're making progress towards the restoration of our
website and app. We apologize to our customers who
have been impacted by the outages today.

Current Conditions can be found here: cc.bcferries.com

We will continue to keep you updated.

Sent from my iPhone

On May 22, 2023, at 12:48 PM, Daye, Rhonda
<Rhonda.Daye@bcferries.com> wrote:

Thank you!!

Rhonda Daye (she/her)
Manager, Customer Relations
British Columbia Ferry Services Inc.
T: 250-978-2041 C: ss. 15,-19
F: 250-978-1240
rhonda.daye@bcferries.com
bcferries.com

From: Soucie, Angela
<Angela.Soucie@bcferries.com>
Sent: May 22, 2023 12:43 PM
To: Marshall, Deborah
<Deborah.Marshall@bcferries.com>;
Boyle, Kevin
<Kevin.Boyle@bcferries.com>; Tindall,
Karen <Karen.Tindall@bcferries.com>;
Daye, Rhonda
<Rhonda.Daye@bcferries.com>
Subject: Re: holding statement?

Current conditions light is working.
They will be updating the gone fishing
page with the link shortly.

Sent from my iPhone

On May 22, 2023, at
12:32 PM, Marshall,
Deborah
<Deborah.Marshall@bcferries.com> wrote:

Thx

Sent from my iPhone

On
May
22,
2023,
at
12:30
PM,
Soucie,
Angela
<Angela.Soucie@bcferries.com>
wrote:

CC now
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access
to ops
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They
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From:
Marsha
ll,
Debora
h
<Deborah.Marshall@bcferries.com>

Sent:
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To:

Soucie,
Angela
<Angela.Soucie@bcferries.com>

Cc:

Daye,
Rhonda

<Rhonda.Daye@bcferries.com>;

Boyle,
Kevin

<Kevin.Boyle@bcferries.com>;

Marinelli, Rosa

<Rosa.Marinelli@bcferries.com>;

Tindall,
Karen

<Karen.Tindall@bcferries.com>

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Rasmussen, Shauna

From: Marshall, Deborah
Sent: May 23, 2023 8:57 AM
To: JESSICA CHEUNG
Subject: RE: [EXTERNAL] CBC Interview Request: Outages

Hi Jessica

Thanks for the note. Request received.

We'll get back to you shortly.

Deborah Marshall (she/her)
Executive Director, Public Affairs
British Columbia Ferry Services Inc.
T: 250-978-1267 **C:** ss. 15, 19
Email: Deborah.marshall@bcferries.com
bcferries.com

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

From: JESSICA CHEUNG <jessica.cheung@cbc.ca>
Sent: May 23, 2023 6:07 AM
To: Marshall, Deborah <Deborah.Marshall@bcferries.com>; Chang, Astrid <astrid.chang@bcferries.com>
Subject: [EXTERNAL] CBC Interview Request: Outages

CAUTION: This email originated from outside of BC Ferries. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi there,

Jessica here from CBC Vancouver.

Hoping to chat with someone from BC Ferries about the outages over the long weekend and how service is going now. It would be a 10-15 minute zoom or phone chat sometime this morning if possible.

Let me know and thanks in advance.

Jess

--

Jessica Cheung
CBC Vancouver
Cell: (647) 521-1830
Email: Jessica.Cheung@cbc.ca

Creighton, Kathleen

From: Anderson, Brian
Sent: May 23, 2023 12:00 PM
To: Jimenez, Nicolas; Marshall, Deborah
Subject: 20230523 May Long Weekend Issues
Attachments: 20230523 May Long Weekend Issues.docx

Hi – for discussion in a minute

Also, Deb will confirm interviews requested and those scheduled so far.

thanks

Key Messages – May Long Weekend:

Website Outage

- We experienced an unanticipated problem with our computer system, which then affected other technology, such as the new BC Ferries' app, that our customers have come to depend on for booking travel.
- The minute we experienced the problem, we began to address it. All available internal resources were made available. But it was complicated and despite many resources working on the issue, it took us 9 hours to resolve.
- We are currently undertaking a deep dive to determine if the problem could have been avoided or dealt with earlier, and how we can more speedily move to resolve IT issues in the future.
- We are also undertaking broader work to revisit our technical environment, to make sure it's resilient for our business needs. That's not a short term fix.

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Weekend Service Impacts

- We moved over 400,000 people this weekend, but we had a few problems which disrupted some people's travel plans and we're deeply sorry for the inconvenience.
- Knowing how much this impacts people, we move extremely quickly when these things happen with recovery plans. Our teams and resources immediately deployed to address challenges – such as water taxis to Bowen Island and technical teams to bring IT systems back online.
- Even so, we know some people have real impacts when they can't get where they need to go and we apologize to our customers for the issues we experienced over the weekend.

Crew Shortages

- When it comes to staffing, we've hired over 800 people and are still looking to hire 100 more. With the labour market challenges we have, we will likely have staffing issues this summer.

- Crewing remains #1 issue and we are not taking our foot off the pedal until the staffing issues have been resolved.

Rasmussen, Shauna

From: Harris, Steve
Sent: May 23, 2023 1:09 PM
To: Parke, Sue; Siminoski, Kevin
Subject: Meeting Setup - P1 Follow Ups

Importance: High

Hi Sue,

Could you please setup a meeting for 15h00 today, for one hour, with the following people (**Kevin:** have I missed anyone that you can think of?)

- Me
- Kevin Siminoski
- Kyle Reagan
- Amar Bajwa
- Jason Hest
- Maria Regules
- Mike Chanin
- Shawn Jefferson
- Rose Thomason

Purpose: Review improvements we can make as a follow on from the P1 incident this weekend.

Cheers - Steve

Steve Harris
Interim Chief Information Officer
British Columbia Ferry Services Inc.
T: 250 978 1429
steve.harris@bcferries.com
bcferries.com

BC Ferries acknowledges and respects the territories of Indigenous peoples on whose beautiful lands and waters our ships, offices, terminals, and work sites operate along the Pacific West Coast.

Rasmussen, Shauna

Subject: FW: P1 Incident - Review Improvements
Location: Webex

Start: Tue 23-05-23 3:00 PM
End: Tue 23-05-23 4:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Harris, Steve

-----Original Appointment-----

From: Parke, Sue **On Behalf Of** Harris, Steve

Sent: Tuesday, May 23, 2023 1:12 PM

To: Harris, Steve; Siminoski, Kevin; Reagan, Kyle; Bajwa, Amar; Hest, Jason; Regules, Maria; Chanin, Mike; Jefferson, Shawn; Thomason, Rosemarie; Bartle, Paul

Subject: P1 Incident - Review Improvements

When: Tuesday, May 23, 2023 3:00 PM-4:00 PM (UTC-08:00) Pacific Time (US & Canada).

Where: Webex

Purpose: Review improvements we can make as a follow on from the P1 incident this weekend.

Participants:

- Steve Harris
- Kevin Siminoski
- Kyle Reagan
- Amar Bajwa
- Jason Hest
- Maria Regules
- Mike Chanin
- Shawn Jefferson
- Rose Thomason
- Paul Bartle

Cheers - Steve

– Do not delete or change any of the following text. –

When it's time, join your Webex meeting here.

Join meeting

More ways to join:

Join from the meeting link

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Join by meeting number

Meeting number (access code):

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Meeting password:

s. 15

Tap to join from a mobile device (attendees only)

+1-250-900-4337, s. 15 Canada Toll (Victoria)

+1-604-449-3026, s. 15 Canada Toll (Vancouver)

Join by phone

+1-250-900-4337 Canada Toll (Victoria)

+1-604-449-3026 Canada Toll (Vancouver)

Global call-in numbers

Join from a video system or application

Dial s. 15 @bcferries.webex.com

You can also dial 173.243.2.68 and enter your meeting number.

If you are a host, click here to view host information.

Need help? Go to <https://help.webex.com>

Rasmussen, Shauna

From: Harris, Steve
Sent: May 23, 2023 6:54 PM
To: Hanson, Erik; Jefferson, Shawn; Reagan, Kyle; Bartle, Paul; Hest, Jason; Siminoski, Kevin; Bajwa, Amar
Subject: Please Review : Briefing Note -- 2023 0523 - P1 Outage May 22nd 2023
Attachments: Briefing Note -- 2023 0523 - P1 Outage May 22nd 2023 - V0.1.docx
Importance: High

Hi all,

Attached is a briefing note to provide a status update to ELT.

Could you please review it tomorrow morning and let me have your feedback?

Thanks a bunch.

Cheers - Steve

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Rasmussen, Shauna

From: Harris, Steve
Sent: May 23, 2023 9:39 PM
To: Jimenez, Nicolas
Subject: P1 Outage draft briefing note
Attachments: Briefing Note -- 2023 0523 - P1 Outage May 22nd 2023 - V0.2.docx

As discussed.

Cheers - Steve

Steve Harris
Interim Chief Information Officer
British Columbia Ferry Services Inc.
T: 250 978 1429
steve.harris@bcferries.com
bcferries.com

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